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10/015,290	12/17/2001	Carl Phillip Gusler	AUS920010918US1	5651

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IBM CORPORATION  
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EXAMINER

ART UNIT PAPER NUMBER

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Please find below and/or attached an Office communication concerning this application or proceeding.



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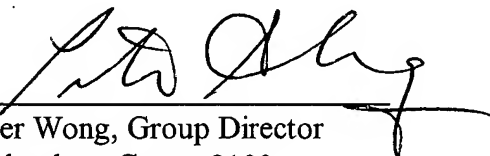
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In re U.S. Patent of: Carl P. Gussler et al. )  
Application No. 10/015,290 )  
Filed: December 17, 2001 )  
U.S. Patent No. 6,915,246 )  
Issued: July 5, 2005 )

**NOTIFICATION OF PRIOR  
ART CITATION UNDER 37  
C.F.R. § 1.501**

Receipt of a citation of prior art filed under 37 C.F.R. § 1.501 by the patent owner on September 6, 2005, in the above-identified patent, entitled "EMPLOYING SPEECH RECOGNITION AND CAPTURING CUSTOMER SPEECH TO IMPROVE CUSTOMER SERVICE" is hereby acknowledged.

  
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